Safa Faheem

(224) 400-7265 • sfaheem@luc.edu

Education:

Loyola University Chicago

- Bachelors of Science and Business Administration
- Majors: Information Technology, Information Systems and Minors: Management
- Quinlan School of Business Dean's List
- GPA: 3.6, Expected Graduation Date: May 2016

Work Experience:

Administrative Consultant April 2014 – Present
The Dorenfest Healthcare Group – Chicago, IL

- Manages calendar, emails, typing, and daily tasks for CEO and improves efficiency via VBA
- Collaborates on multiple projects related to HIEs, HIT, and the healthcare industry in China
- Executes MS Office skill by creating graphs, tables, and presentations for business reports

Resident Network Technician June 2012 – Present
Loyola Information Technology Services – Chicago, IL

- Implements new software to remotely assist clients with computer issues
- Repairs over 20 devices a week regarding network and operating system corrections
- Develops training protocol for new employees; selected by supervisor as standard procedure

IT Help Desk Technician June 2012 – Present
Loyola Information Technology Services – Chicago, IL

- Effectively communicates troubleshooting instructions for over-the-phone support
- Creates and resolves over 3,500 support tickets regarding hardware and server issues
- Revises 50+ documents and designs videos for the department's A-Z index reference page

Assistant Market Research Analyst May 2014 – Oct 2014
Decision Development Inc. – Evanston, IL

- Utilized the statistical language R for all data analyses and cleaning for 10+ projects
- Analyzed, transcribed and entered data for all pharmaceutical market research conducted
- Expanded social media presence on company's website, LinkedIn, Facebook, and Twitter

Geek Squad Consultation Agent July 2013 – April 2014
Best Buy – Evanston, IL

- Resolved technical issues over the counter with clients to increase customer satisfaction
- Demonstrated proficiency regarding conflict resolution in customer service scenarios
- Awarded top revenue earner in service sales for the months of October and November

Volunteer Experience:

Information Systems and Operations Management Club May 2014 – Present
Chicago, IL

- Acts as secretary, responsible for meeting minutes, social media, recruitment, and events

Eastgate Manor Assisted Living May 2011 – Oct 2011
Algonquin, IL

- Arranged nightly computer classes to teach senior residents basic computer skills

Technical Skills:

- Able to type over 140 WPM on a regular keyboard and over 160 WPM on a mechanical
- Skilled in MS Office (Word, Excel, Outlook) and Google Apps (Drive, Calendar, Voice, etc.)
- Proficient in VBA, C#, Python, R, and will learn more programming languages in future classes